

Survey Summary by Originating Organization / Agency

For Surveys created from 03/11/2004 to 03/17/2004 and responded to through 03/24/2004

This report groups and analyzes the results of the DIT Remedy Help Desk survey by the organization or agency that the call originated from. The Information Officers and the agencies they are responsible for are shown below. For each question in each organization the total number of responses for each rating is totaled under the corresponding heading (Very Good, Good, Average, Poor, Very Poor) and an average for all responses for that question is given under the column Average Rating. A total count of the number of answers with comments for each question is shown under the Total Comments column. Summary information and averages for all surveys can be found on the last page of the report.

Information Officer	Agencies Supported
Susan Doby	FIA, DCH
James Hogan	CIS, Education, Career Development
Gary Blair	MSP, Corrections, DMVA, Attorney General
Lynn Draschil	HAL, DNR, DEQ, Agriculture
David Borzenski	Treasury, Secretary of State
C. Douglass Couto	MDOT, DMB, Civil Service, Civil Rights, DIT

	Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
<u>Organization / Agency</u>							
<u>Attorney General</u>	7 Survey(s) Found						
Was the service provided in a timely manner?	1	3	2	0	0	3.83	2
Was the technician knowledgeable?	2	2	2	0	0	4.00	1
Was the problem solved to your satisfaction?	2	2	1	1	0	3.83	1
Was the technician friendly?	3	1	1	0	0	4.40	1
Was the solution of your problem clearly communicated to you?	2	2	0	1	0	4.00	1
If Field Services visited your workstation did they leave a note explaining what was done?	1	1	2				1
Was your problem resolved with your initial contact to DIT Support?	4	1	0				1
<u>Dept Information Technology</u>	54 Survey(s) Found						
Was the service provided in a timely manner?	40	7	4	0	2	4.57	8
Was the technician knowledgeable?	42	4	5	0	0	4.73	3
Was the problem solved to your satisfaction?	37	9	4	0	2	4.52	5
Was the technician friendly?	43	5	3	0	0	4.78	2
Was the solution of your problem clearly communicated to you?	37	9	4	1	1	4.54	1
If Field Services visited your workstation did they leave a note explaining what was done?	13	0	37				1
Was your problem resolved with your initial contact to DIT Support?	32	8	11				3
<u>Dept of Agriculture</u>	15 Survey(s) Found						
Was the service provided in a timely manner?	7	4	0	1	2	3.93	3
Was the technician knowledgeable?	5	3	0	2	1	3.82	2
Was the problem solved to your satisfaction?	7	4	1	1	1	4.07	2
Was the technician friendly?	7	4	1	0	0	4.50	2
Was the solution of your problem clearly communicated to you?	9	3	1	1	0	4.43	2
If Field Services visited your workstation did they leave a note explaining what was done?	3	0	11				1
Was your problem resolved with your initial contact to DIT Support?	9	5	0				2

<u>Organization / Agency</u>	Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
Dept of Career Development	13 Survey(s) Found						
Was the service provided in a timely manner?	7	4	0	1	1	4.15	2
Was the technician knowledgeable?	10	3	0	0	0	4.77	1
Was the problem solved to your satisfaction?	10	1	0	0	1	4.58	1
Was the technician friendly?	10	3	0	0	0	4.77	2
Was the solution of your problem clearly communicated to you?	9	2	1	0	1	4.38	1
If Field Services visited your workstation did they leave a note explaining what was done?	0	0	12				0
Was your problem resolved with your initial contact to DIT Support?	8	3	2				2
Dept of Civil Rights	2 Survey(s) Found						
Was the service provided in a timely manner?	0	1	1	0	0	3.50	0
Was the technician knowledgeable?	0	2	0	0	0	4.00	0
Was the problem solved to your satisfaction?	0	2	0	0	0	4.00	0
Was the technician friendly?	2	0	0	0	0	5.00	0
Was the solution of your problem clearly communicated to you?	2	0	0	0	0	5.00	0
If Field Services visited your workstation did they leave a note explaining what was done?	0	0	2				0
Was your problem resolved with your initial contact to DIT Support?	2	0	0				0
Dept of Civil Service	4 Survey(s) Found						
Was the service provided in a timely manner?	4	0	0	0	0	5.00	0
Was the technician knowledgeable?	4	0	0	0	0	5.00	0
Was the problem solved to your satisfaction?	4	0	0	0	0	5.00	0
Was the technician friendly?	4	0	0	0	0	5.00	0
Was the solution of your problem clearly communicated to you?	3	1	0	0	0	4.75	0
If Field Services visited your workstation did they leave a note explaining what was done?	1	0	3				0
Was your problem resolved with your initial contact to DIT Support?	3	1	0				0
Dept of Community Health	33 Survey(s) Found						
Was the service provided in a timely manner?	16	12	2	2	0	4.31	8
Was the technician knowledgeable?	19	7	3	0	0	4.55	6
Was the problem solved to your satisfaction?	18	9	3	1	1	4.31	7
Was the technician friendly?	23	4	1	0	0	4.79	4
Was the solution of your problem clearly communicated to you?	19	5	1	1	0	4.62	6
If Field Services visited your workstation did they leave a note explaining what was done?	10	1	17				2
Was your problem resolved with your initial contact to DIT Support?	17	11	3				6
Dept of Consumer Ind Services	36 Survey(s) Found						
Was the service provided in a timely manner?	18	11	1	4	2	4.08	8
Was the technician knowledgeable?	20	11	0	2	0	4.48	7
Was the problem solved to your satisfaction?	19	6	5	3	2	4.06	10
Was the technician friendly?	25	7	0	0	0	4.78	6
Was the solution of your problem clearly communicated to you?	21	4	6	3	0	4.26	5
If Field Services visited your workstation did they leave a note explaining what was done?	5	3	25				3
Was your problem resolved with your initial contact to DIT Support?	19	13	4				11

		Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
<u>Organization / Agency</u>								
<u>Dept of Corrections</u>	92 Survey(s) Found							
Was the service provided in a timely manner?	68	13	6	3	0		4.62	9
Was the technician knowledgeable?	72	12	3	0	0		4.79	5
Was the problem solved to your satisfaction?	74	12	3	1	0		4.77	7
Was the technician friendly?	72	12	3	0	0		4.79	8
Was the solution of your problem clearly communicated to you?	69	17	3	2	0		4.68	2
If Field Services visited your workstation did they leave a note explaining what was done?	15	8	67					3
Was your problem resolved with your initial contact to DIT Support?	76	10	6					9
<u>Dept of Education</u>	13 Survey(s) Found							
Was the service provided in a timely manner?	10	3	0	0	0		4.77	2
Was the technician knowledgeable?	10	1	0	0	0		4.91	3
Was the problem solved to your satisfaction?	11	1	0	1	0		4.69	2
Was the technician friendly?	9	1	0	0	0		4.90	1
Was the solution of your problem clearly communicated to you?	8	4	0	1	0		4.46	3
If Field Services visited your workstation did they leave a note explaining what was done?	2	1	10					1
Was your problem resolved with your initial contact to DIT Support?	9	3	1					2
<u>Dept of Environmental Quality</u>	39 Survey(s) Found							
Was the service provided in a timely manner?	23	7	3	2	2		4.27	8
Was the technician knowledgeable?	22	7	6	0	0		4.46	10
Was the problem solved to your satisfaction?	22	6	4	2	4		4.05	8
Was the technician friendly?	30	6	0	0	0		4.83	3
Was the solution of your problem clearly communicated to you?	20	10	5	2	0		4.30	7
If Field Services visited your workstation did they leave a note explaining what was done?	5	5	27					6
Was your problem resolved with your initial contact to DIT Support?	20	14	4					13
<u>Dept of Hist Art and Libraries</u>	3 Survey(s) Found							
Was the service provided in a timely manner?	3	0	0	0	0		5.00	0
Was the technician knowledgeable?	3	0	0	0	0		5.00	0
Was the problem solved to your satisfaction?	3	0	0	0	0		5.00	0
Was the technician friendly?	3	0	0	0	0		5.00	0
Was the solution of your problem clearly communicated to you?	3	0	0	0	0		5.00	0
If Field Services visited your workstation did they leave a note explaining what was done?	1	0	2					0
Was your problem resolved with your initial contact to DIT Support?	2	0	1					0
<u>Dept of Management & Budget</u>	19 Survey(s) Found							
Was the service provided in a timely manner?	12	4	0	1	2		4.21	2
Was the technician knowledgeable?	11	5	1	0	1		4.39	3
Was the problem solved to your satisfaction?	12	5	0	1	1		4.37	3
Was the technician friendly?	15	1	0	0	1		4.71	2
Was the solution of your problem clearly communicated to you?	10	3	2	1	2		4.00	4
If Field Services visited your workstation did they leave a note explaining what was done?	4	2	13					3
Was your problem resolved with your initial contact to DIT Support?	10	5	4					2

	Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
<u>Organization / Agency</u>							
<u>Dept of Military and Veterans</u>	2 Survey(s) Found						
Was the service provided in a timely manner?	0	0	1	0	1	2.00	0
Was the technician knowledgeable?	0	0	0	1	1	1.50	0
Was the problem solved to your satisfaction?	0	0	0	0	2	1.00	1
Was the technician friendly?	0	2	0	0	0	4.00	0
Was the solution of your problem clearly communicated to you?	0	1	0	0	1	2.50	0
If Field Services visited your workstation did they leave a note explaining what was done?	1	0	1				0
Was your problem resolved with your initial contact to DIT Support?	0	2	0				0
<u>Dept of Natural Resources</u>	36 Survey(s) Found						
Was the service provided in a timely manner?	26	6	3	0	1	4.56	9
Was the technician knowledgeable?	29	6	1	0	0	4.78	1
Was the problem solved to your satisfaction?	29	6	0	0	1	4.72	1
Was the technician friendly?	31	4	0	1	0	4.81	3
Was the solution of your problem clearly communicated to you?	27	5	2	0	1	4.63	2
If Field Services visited your workstation did they leave a note explaining what was done?	9	2	25				1
Was your problem resolved with your initial contact to DIT Support?	23	6	7				6
<u>Dept of State</u>	20 Survey(s) Found						
Was the service provided in a timely manner?	14	4	1	1	0	4.55	3
Was the technician knowledgeable?	16	3	0	1	0	4.70	1
Was the problem solved to your satisfaction?	15	3	2	0	0	4.65	3
Was the technician friendly?	17	3	0	0	0	4.85	0
Was the solution of your problem clearly communicated to you?	18	2	0	0	0	4.90	1
If Field Services visited your workstation did they leave a note explaining what was done?	4	2	14				1
Was your problem resolved with your initial contact to DIT Support?	13	4	3				1
<u>Dept of Transportation</u>	55 Survey(s) Found						
Was the service provided in a timely manner?	27	14	8	3	2	4.13	10
Was the technician knowledgeable?	30	18	5	0	1	4.41	10
Was the problem solved to your satisfaction?	27	18	4	3	2	4.20	10
Was the technician friendly?	37	14	2	0	1	4.59	4
Was the solution of your problem clearly communicated to you?	26	22	2	1	3	4.24	7
If Field Services visited your workstation did they leave a note explaining what was done?	17	5	30				3
Was your problem resolved with your initial contact to DIT Support?	27	22	4				9
<u>Dept of Treasury</u>	29 Survey(s) Found						
Was the service provided in a timely manner?	19	7	2	0	1	4.48	1
Was the technician knowledgeable?	21	6	2	0	0	4.66	0
Was the problem solved to your satisfaction?	21	6	1	0	0	4.71	2
Was the technician friendly?	24	5	0	0	0	4.83	0
Was the solution of your problem clearly communicated to you?	18	7	3	1	0	4.45	1
If Field Services visited your workstation did they leave a note explaining what was done?	6	0	21				0
Was your problem resolved with your initial contact to DIT Support?	21	6	2				3

	Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
<u>Organization / Agency</u>							
<u>Family Independence Agency</u>	168 Survey(s) Found						
Was the service provided in a timely manner?	107	34	12	6	7	4.37	22
Was the technician knowledgeable?	108	33	15	3	3	4.48	14
Was the problem solved to your satisfaction?	118	29	13	2	4	4.54	16
Was the technician friendly?	128	24	8	2	1	4.69	12
Was the solution of your problem clearly communicated to you?	118	28	9	2	6	4.53	14
If Field Services visited your workstation did they leave a note explaining what was done?	24	2	131				3
Was your problem resolved with your initial contact to DIT Support?	111	32	19				15
<u>Friend Of the Court</u>							
6 Survey(s) Found							
Was the service provided in a timely manner?	4	0	2	0	0	4.33	0
Was the technician knowledgeable?	2	4	0	0	0	4.33	0
Was the problem solved to your satisfaction?	4	2	0	0	0	4.67	0
Was the technician friendly?	4	2	0	0	0	4.67	0
Was the solution of your problem clearly communicated to you?	4	1	1	0	0	4.50	0
If Field Services visited your workstation did they leave a note explaining what was done?	1	0	5				0
Was your problem resolved with your initial contact to DIT Support?	4	1	1				1
<u>Michigan State Police</u>							
16 Survey(s) Found							
Was the service provided in a timely manner?	5	9	0	0	2	3.94	2
Was the technician knowledgeable?	6	8	0	1	0	4.27	2
Was the problem solved to your satisfaction?	7	7	0	1	1	4.13	2
Was the technician friendly?	7	7	0	0	0	4.50	3
Was the solution of your problem clearly communicated to you?	7	5	1	0	1	4.21	2
If Field Services visited your workstation did they leave a note explaining what was done?	4	2	9				1
Was your problem resolved with your initial contact to DIT Support?	10	2	3				0
<u>Grand Totals</u>							
662 Survey(s) Found							
Was the service provided in a timely manner?	411	143	48	24	25	4.37	99
Was the technician knowledgeable?	432	135	43	10	7	4.56	69
Was the problem solved to your satisfaction?	440	128	41	17	22	4.46	81
Was the technician friendly?	494	105	19	3	3	4.74	53
Was the solution of your problem clearly communicated to you?	430	131	41	17	16	4.48	59
If Field Services visited your workstation did they leave a note explaining what was done?	126	34	464				30
Was your problem resolved with your initial contact to DIT Support?	420	149	75				86

Survey Summary Information

Waiting

0

Responded

662

Processed

0

Expired

4,696

Total : 5,358

Percent Responded / Processed - 12.36 %